

HULL &
ASSOCIATES

The Corporate Communicator

www.hullonline.com February/March 2008

hullonline.com

Hull & Associates

225 S. Swoope Avenue
Suite 210

Maitland, Florida 32751

Phone: (407) 628-0669

Fax: (407) 539-2133

www.hullonline.com

Email: info@hullonline.com

Our Staff

Dr. Mimi Hull President

drmimi@hullonline.com

Barbara May ... Office Mgr.

info@hullonline.com

Michael Collins Intern

Casey Bowe Intern

Table of Contents

DiSC Certification Pg. 1

DiSC® Benefits Pg. 1

Motivation Hints Pg. 2

Different Styles Pg. 2

What NOT to do... Pg. 3

Our Blog Pg. 3

Workplace Stress Pg. 3

Corporate Couch Pg. 4

Thought for the Day

Remember ...

"Honesty is the first chapter
of the book of wisdom"



— Thomas Jefferson

DiSC® CERTIFICATION—

FEB. 22, 2008

What is DiSC®? It is a model of human behavior that helps people understand "why they do what they do," based on the dimensions of Dominance, Influencing, Steadiness, and Conscientiousness.

What is the DiSC Certification?

Participation in a DiSC certification program gives you in-depth training to enable you to be confident and competent when using DiSC materials in counseling, training, coaching, or consulting settings. You will learn all of the NEWEST DiSC assessments and DiSC facilitator materials that have been released over the last few years. **This one-day process empowers trainers, counselors, and consultants to:**

- Learn the DiSC model thoroughly
- Deliver DiSC profiles and workshops
- Utilize the model and tools to meet their personal and organizational objectives

Who Should Attend?

Corporate training and development professionals, OD and change management professionals, HRCI approved credits toward the PHR and SPHR. This program is approved for 7.5 contact hours of continuing education by the Florida Board of Clinical Social Work, Marriage and Family Therapy, and Mental Health Counseling. It is also approved by the Florida Board of Psychology and School Psychology. Provider #50-2109.

Call us today at 407-628-0669 for more information!

DiSC® Benefits

The most important benefit of the DiSC model is creating "people smarts." You will gain an understanding about your personal behavior, the needs of others, and how to adapt in order to build positive outcomes and relationships. With this as a foundation, you then utilize the model to achieve the following outcomes:

- Enhance relational time professionally and personally
- Maximize personal strengths and minimize limitations
- Reveal root communication problems
- Improve interpersonal dynamics
- Gain greater insight into those around you
- Motivate others toward greater productivity

- Improve collaboration to reduce conflict and stress
- Increase sales and service success
- Develop effective coaches and managers
- Identify how and why people make decisions
- Develop focused and motivated teams
- Teach others about applied behavior analysis



HULL & ASSOCIATES

Did You Know That Hull & Associates Offers ...

- Employee Satisfaction Surveys
- Organizational Assessments
- 360/Multi-rater Feedback
- Customer Satisfaction Surveys
- Strategic Planning
- Meeting Facilitation
- Coaching
- Organizational Development
- Team Building
- Creativity and Innovation
- Leadership Development
- The Myers-Briggs (MBTI)
- Diversity Training—Cultural Competence
- Communications Training
- Assertiveness Training
- Time and Stress Management
- Conflict Management
- Not-for-Profit Board Development
- Conference and Convention Speaking

Call us today
(407-628-0669) to see if we
can help you satisfy your
Human Relations and
Organizational
Development needs.



Motivation Hints

When it comes to motivating your employees, one size does NOT fit all. Below are five different types of employees and the appropriate way to motivate them.

Need for acceptance: This individual needs reassurance that they are liked. To encourage this type, let them know what pleases you. When you need to criticize, focus on the behavior you want changed and tell them what you like about them personally.

Need for accomplishment: This personality thrives on a good challenge. When things get too easy, they get bored and restless. Motivate them by providing stretch goals and difficult obstacles to overcome.

Need for recognition: This person desires public praise. Give them special projects and let them show off what they

have accomplished.

Need for equity: Have rules and rewards that are enforced fairly and remind them that being fair does not mean treating everyone exactly the same.

Need for high personal status: This person wants to display their worth through their expensive purchases. They would prefer a top of the line smaller reward to a "no name" more expensive item.



Dealing with Difficult Types

It would be wonderful if everyone just got along and there were no conflicts. Though that is idealistic, it is not realistic. Be prepared to react to the actions of different personalities. Here are some suggestions to deal with people when they are being difficult.

Someone who is hostile and loves to threaten.

What to do: Let them "get it out." Listen to everything the person has to say before you say anything. Avoid arguments and be formal. Call them by their name. Be concise, direct and clear with your response.

Someone who loves attention and talks a lot.

What to do: Be positive. Agree when possible and ask questions and listen. Have a confidential conversation about how important it is to let others share their thoughts as well.

Someone who rarely reveals his or her ideas.

What to do: Let them know in advance what you will be talking about with them. Ask open-ended questions. Learn to be silent and wait for the person to say something. Be patient and friendly.

Someone who continually criticizes and is sarcastic.

What to do: Focus on the issues and don't acknowledge sarcasm. Be factual, give references and be specific. Do not overreact.



Call Dr. Mimi for Your Next Seminar!

- Dealing with Difficult People
- Stress and Time Mastery
- Organizational and Leadership Development
- Team Building
- Strategic Planning



Performance Appraisals - What NOT to Do!

A lot has been written on how to do performance appraisals but comparatively little is documented on the many mistakes people make. Here is a list of what NOT to do!

- Do not allow your personal bias to influence the evaluation process unduly. He may be a nice guy, but is he doing the work?
- Recognize your tendency and be careful not to be either too lenient or too strict.
- Do not give just positive statements when negative ones are justified. Document areas of improvement.

- Do not give a high rating on Thursday and ask that they be let go on Monday.
- Do not base your feedback on just the most recent behavior. Review the whole performance period.
- Do not let irrelevant or non job related factors influence the evaluation.
- Do not let one very good or very bad rating influence all the others. Consider each item on its own merit.
- Do not do a performance review when you are in a hurry or are particularly stressed.
- Do not turn your performance review into a salary negotiation. Hold two separate meetings one for performance and another for salary and bonuses.
- Do not forget to do an action plan with specific written career and job goals and objectives.

And most important, don't wait until the formal performance appraisal to give your employees feedback. Once or twice a year is simply not enough.

VISIT OUR NEW BLOG!

The address is www.hullonline.blogspot.com. Download PowerPoint slides. Read articles and past newsletters. Ask us questions. Comment on questions posed by others.

THANKS FOR YOUR REFERRALS

At Hull & Associates, one of the many things that we are thankful for is the referrals that we receive. Thanks so much for sending them to us and please know that we strive to give excellent service to you and your referrals at all times, in every way.

Your Company's Newsletter Can Look This Good, too!

Illustratus is the nation's leading, premier provider of full-color, fully customized newsletters. Our unique, full-color newsletter service can transform your corporate or employee newsletter from a frustrating burden into a powerful marketing and communications tool—all at an amazingly affordable price.

- Online Editing
- Full-Color Logos
- Custom Photos
- Article Library
- Online Issue Archive

Illustratus™

Visit www.illustratus.com or call (877) 781-8290 to learn more about the unprecedented features offered only by Illustratus.

HULL & ASSOCIATES

Common Signs of Workplace Stress

Absenteeism
Anxiety
Apathy
Conflicts with peers
Cynicism
Defensiveness
Disillusionment
Fatigue
Frustration
Hostility
Irritability
Insensitivity
Isolation
Low Morale
Negativity
Pessimism
Resentment
Tardiness

We can reduce the stress!

E-mail us at

info@hullonline.com or call us at (407) 628-0669.



Any Changes?

To keep a strong connection with you, we would like to have your current contact information. If your information has changed, please let us know!

page 3

DISC CERTIFICATION ON FEB. 22, 2008

Start by understanding the personalities. Learn and

integrate the DISC tools and workshops into training, counseling, and coaching applications and EARN CEU's at the same time.

DISC Certification sponsored by Valencia Community College, with Dr. Mimi as the instructor, in Orlando!

Contact us:

Phone: (407) 628-0669

E-mail us at:

drmimi@hullonline.com

by Dr. Mimi Hull

THE corporate couch



Q: Our business has hit its most busy and critical time of year, which results in my overworked manager asking me to handle tasks that are more personal than work-related for her. When she asks, I want to say "No," but I end up spitting out a not-so-confident, "Yeah, sure." How can I say no without feeling guilty or sounding like I don't care?

— *Confused and Caring*

A: Feeling guilty is in your mind, so convince yourself that it's okay to say no. Let your manager know what else is on your plate. Propose other options. Focus on the values you are upholding while saying "No," and you will feel less guilty.

Practice your polite denials in front of a mirror. Hiding your guilt can be tough, and nonverbal cues—such as a shaky voice or darting eyes—make it easier for her to assign tasks. Practice a confident, matter-of-fact "No." Be sure to maintain a respectful tone to ensure your message is well-received.

— *Dr. Mimi*

Q: I have an employee who is always complaining about his work responsibilities to anyone who is within earshot. His complaints are affecting the other employees, and I'm at a loss as to how to stop his negativity from becoming a bigger issue. What can I do about this problem employee? Is there a way to make everyone happy?

— *Troubled by Negativity*

A: Some people are negative because they have a pet peeve, the complaints get them attention or they have a legitimate concern. Meet with your employee and learn what is bothering him. Remind him that, although you encourage him to point out problems, no one can make progress without solutions being offered. Suggest he put his complaints in writing and include a list of recommendations. Remind him that complaining lowers employee morale and productivity, and you cannot allow it to continue.

— *Dr. Mimi*

Dr. Mimi Hull heads Hull & Associates, a team of trainers, speakers and consultants. A licensed psychologist, she has a master's in counseling and personnel services and a doctorate in psychology with specialization in business management from the University of Florida—Gainesville. Her B.A. in psychology is from Syracuse (N.Y.) University. Reach her at www.HullOnline.com or DrMimi@HullOnline.com.